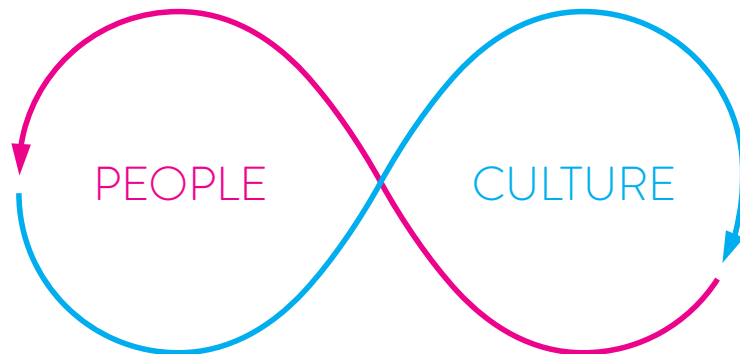


NOR**DNA**...is it in **you**?

OUR PEOPLE

When was the last time you demonstrated this?

- Skilled** Bring deep expertise in at least one or more areas, with breadth across other areas (referred to as a “T-shaped” person). Others are excited to work with you because your presence and capabilities gives confidence to those around you.
- Accountable** Demonstrate character and integrity. Be reliable and take pride in delivering results. Follow through on commitments while always striving to surprise and delight.
- Passionate** Driven to make real impact through your skills and contributions. Model high engagement whether you are introverted or extroverted.
- Action-Oriented** Don’t wait for permission; give appropriate thought and use good judgment. GO! Bias towards action!
- Collaborative** Listen to others and build on their ideas, contribute ideas to groups, have a “Yes, and” mindset. Create connections and alignment through your ability to tell the story.
- Curious** Ask questions, see the world with a child’s eyes, always seek inspiration. Do not be afraid to express new ideas, experiment to learn and combine ideas together in new and radical ways.
- Courageous** Take smart risks and embrace “Fail Forward” moments as opportunities to learn. Share your ideas, even the wild and crazy ones, with others.



OUR CULTURE

When was the last time you felt this?

Top Talent - Attracting, hiring, and inspiring top talent is our #1 priority. Our people are the fuel that powers everything we do, which means we must be incredibly selective in who we ask to join our team. We are innovative, nimble and proactive in attracting top talent. We offer meaningful challenges and opportunities to grow. As stewards of our Nordstrom culture, we accept nothing less than excellence from each other.

Meaningful Work - Challenge yourself and others. Teams and projects should have a clearly defined vision and mission that guides decisions while allowing individuals to be inspired by their work. We produce great results for our customers and colleagues by working on things that we are passionate about and have a real impact.

Empathy - Observe and listen. Take time to understand the perspective of our customers, partners and peers through open ended questions, observation and seeing the world through their eyes and emotions. This “human centered data” helps to make sure we are solving the right problems and building the right solutions.

Empowerment - True empowerment is based on trust, context, and accountability. Trust gives everyone the freedom to move as fast as they need to go to achieve success. Context enables empowered individuals to ensure work leads to our overall company goals. Empowerment increases accountability and increased accountability leads to higher quality deliverables.

Collaboration - Be open. Create opportunities for collaboration, conversation and idea sharing. Great ideas tend to come from unexpected moments and conversations. Space provides us all a platform to encourage and accelerate idea sharing and rapid communication.

Unstructured Time - Reflect and process. Maintain balance. Explore new ideas. Take time to reflect on your current work, new ideas and what you’ve learned. Innovative ideas and process improvements need time in which to take form. Unstructured time gives us space to find moments of stillness amidst a fast-paced work environment.

Innovation - Innovation is everyone’s job. We believe in data driven decision making, a culture of rapid experimentation and taking smart risks. We encourage new ideas, build on the ideas of others, and spend time with our customers to understand their needs. Innovation allows us to provide world class service and experiences today, tomorrow, and beyond.

Fun Environment - Collaborative play is fun, even joyful. It refreshes and energizes us. It helps us to achieve a state of flow. We strive to create opportunities for play in our environment, interactions, and work. We look for ways to incorporate challenges, hobbies and passions into our daily work and communications. We take our work seriously, but not ourselves.